

IN THE CLAIMS:

Please cancel Claim 5 without prejudice.

Please amend Claim 1, Claim 2, Claims 10-15 and Claims 18-20 in the above-identified patent application as follows:

31

1 1. (Amended) A method for processing a client help request, said method
2 comprising:
3 responding to [one of a synchronous]a help request from a client [or an
4 asynchronous help request from a client];
5 [when synchronous help is requested, selecting at least one advisor;]
6 when said client makes a synchronous help request, alerting [said] at least one
7 responding advisor;
8 receiving a response from said at least one responding advisor; [and]
9 synchronizing the display between said client and said [responding] at least one
10 responding advisor; and
11 permitting said at least one responding advisor to control a client browser.

1 2. (Amended) The method according to claim 1, further comprising:
2 [in response to a client help request,] displaying a menu of help request options
3 including at least one of a synchronous help request option, an asynchronous
4 help request option, and a self-help option.

1 3. (Unchanged) The method according to claim 1, wherein said synchronizing the
2 display comprises:

3 having the advisor display an identical display to that of the client.

1 4. (Unchanged) The method according to claim 3, wherein said identical display
2 to that of the client is displayed at a same rate for the advisor as for the client.

1 5. (Cancelled) The method according to claim 1, said method further comprising:
2 permitting the advisor to control a customer browser.

1 6. (Unchanged) The method according to claim 1, wherein the advisor further has
2 one of an additional display and an additional portion of one display, permitting search of
3 a database of information to help the client.

1 7. (Unchanged) The method according to claim 1, further comprising:
2 creating a reviewable discussion trail based on the client's discussion with the
3 advisor.

1 8. (Unchanged) The method according to claim 7, wherein said discussion trail is
2 stored on a server, and may be reviewed by the client at any time.

1 9. (Unchanged) The method according to claim 1, further comprising:
2 adding a help information generated by the advisor to the database of information
3 accessible to clients.



1 ⁹10. (Amended) The method according to claim 1, wherein when [the]said client
2 [selects asynchronous help]makes an asynchronous help request, the method further
3 comprises:
4 prompting the client to enter a help question;
5 forwarding the help question to the advisor;
6 waiting for the advisor to generate an answer to the help question; and
7 returning the answer to the client.

B2 1 ¹⁰11. (Amended) The method according to claim ⁹10, wherein the answer returned
2 to the client comprises at least one of a web page hyperlink and a posting to a web page
3 with hints that may include one or more of the following:
4 a video of the advisor explaining the answer; and
5 an audio recording of the hints, and visual images.

1 ¹¹12. (Amended) The method according to claim 1, wherein said [selecting]alerting
2 at least one responding advisor includes using pattern matching with a database to
3 determine which advisor is [selected]alerted.

1 ¹²13. (Amended) The method according to claim ¹¹12, wherein the pattern matching
2 includes [customer]client and profile information.

1 ¹³14. (Amended) A method for processing a client help request, said method
2 comprising:
3 classifying the help request as one of a synchronous help request and [or] an
4 asynchronous help request;

5 when synchronous help is requested, [selecting at least one advisor;]
6 alerting [said] at least one advisor, [the] said at least one advisor conversing with
7 the client over a link to deduce a problem [and a solution];
8 permitting said at least one advisor to synchronize displays with the client and
9 control the client browser;
10 generating an answer to the problem;
11 associating the answer with the client, such that the client can retrieve the answer;
12 and
13 providing at least one of a hyper-linked web page, a posting to a web page,
14 [or] and a persistent answer to [the] a client system.

14 15. (Amended) The method according to claim 14, further comprising:
2 dynamically injecting a help button into web pages displayed to [a] the client
3 system;
4 permitting the client system to request help from a first web page by pushing the
5 help button;
6 associating said persistent answer with the first web page; and
7 displaying said persistent answer whenever the client system accesses the first
8 web page.

1 16. (Unchanged) The method according to claim 15, wherein the persistent
2 answer is stored on a server system.

1 17. (Unchanged) The method according to claim 14, further comprising:

2 searching a predictive answer system for a response to the help request, wherein
3 the predictive answer system uses pattern matching with a database to
4 determine whether the response is applicable.

1 ~~17~~¹⁶ 18. (Amended) The method according to claim ~~17~~¹⁶, wherein the pattern includes
2 [customer]client profile and context information.

32 1 ~~18~~¹⁷ 19. (Amended) The method according to claim ~~18~~¹⁷, wherein the context
2 information comprises at least one of previous web page locations visited by the
3 [customer]client and actions on the previous web page locations.

1 ~~20~~¹⁹ 20. (Amended) The method according to claim ~~14~~¹³, wherein said advisor is one of
2 an artificial intelligence, a [customer]client and a customer service representative.

Reconsideration of the application in view of the above amendments and
the following remarks is respectfully requested.